TRICARE
Latin America & Canada

DoD Health Services Region 15
TRICARE Latin America & Canada

Eligibility & Enrollment

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TLAC Spring 2003 Conference

Overview

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- DEERS Enrollment & Eligibility
- DEERS Information Update
- TRICARE Prime Benefit Eligibility & Enrollment
- TRICARE Prime Annual Renewal
- Portability and TRICARE Prime Disenrollment
- Enrollment Changes

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ENROLLMENT & ELIGIBILITY

DEERS Enrollment

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- **Enrollment in DEERS is accomplished through one of the service personnel offices via the Real-Time Automated Personnel Identification System (RAPIDS)**
  - **Corrections should be accomplished through the sponsor's service personnel office**
  - **Updating DEERS via an ID card issuing facility does not guarantee DEERS eligibility**

DEERS

DEERS Eligibility & TRICARE

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- **Defense Eligibility Enrollment Reporting System (DEERS)**
  - **Must be eligible in DEERS to enroll in TLAC Prime**
  - **Service member's responsibility to update changes in status (discharges, births, divorce, address changes)**
    - **Current ID Card for ages 10 and up**
      - **Mail in procedures available (contact TRICARE POC or TSO)**
    - **Newborns (affirm US citizenship)**
      - **Application for Consular Report of Birth (contact TRICARE POC or TSO)**

DEERS

DEERS Information Update

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- **DEERS Address Update**
  - **http://www.tricare.osd.mil/DEERSAddress**
  - **E-mailing changes to addrinfo@osd.pentagon.mil**
  - **Mail changes to the DEERS Support Office, ATTN: COA, 400 Gigling Road, Seaside, CA 93955-6771**
  - **Call the DEERS Support Office,1-800-538-9552**
  - **Fax address changes to 831-655-8317**

DEERS

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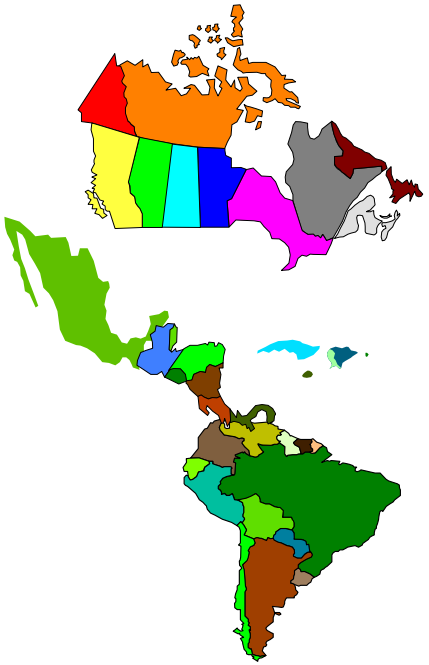
PRIME ENROLLMENT

PORTABILITY

DISENROLLMENT

ENROLLMENT CHANGES



TRICARE Prime Eligibility (Overseas)

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- **Only active duty service members and their accompanying active duty family members are eligible to enroll in *TRICARE Prime Overseas***
  - **Must be eligible in DEERS**
  - **Must include a copy of assignment orders**
- **Unaccompanied Active Duty family members and Retirees and their family members residing overseas are eligible for TRICARE Standard and Direct Care at Military Treatment Facilities on a space available basis.**

Enrollment Process

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- **Enrollee fills out enrollment form**
  - **Enrollment form available via the Region 15 website, TRICARE POC, or TSO**
- **POC or member faxes to TSO for processing**
  - **When accepting/forwarding enrollment forms verify all spaces are completed, including signature and date**
  - **Must include a copy of the assignment orders**
- **TSO checks DEERS for eligibility**
- **Beneficiaries will be contacted if there is an eligibility discrepancy noted at the time of enrollment**
- **TLAC Prime enrollment effective date is the date sponsor/spouse signs enrollment form**

Enrollment Process

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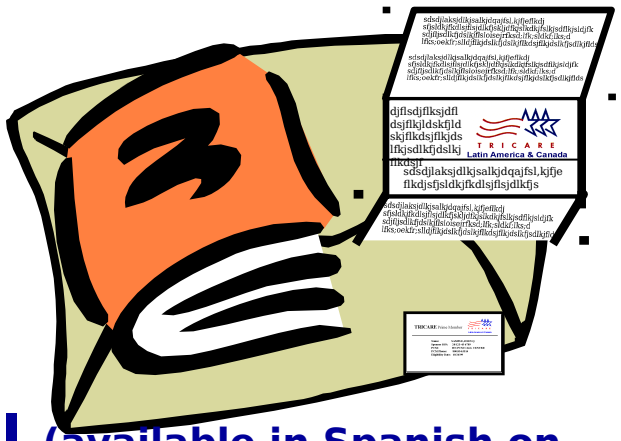

- **Welcome Packages**
  - **Welcome Letter**
  - **TLAC Pocket Card**
  - **TLAC InfoPak**
  - **HEAR Survey**
  - **Self-Help Health Care Manual (available in Spanish on request)**
- **TLAC Prime ID Cards**
  - **DMDC sends (using mailing address in DEERS)**
- **Enrollees should carry TRICARE Prime ID and Pocket cards at all times (especially while traveling)**

Enrollment Pitfalls

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- **Unsigned or undated enrollment forms**
- **Missing copy of assignment orders**
- **Missing mailing address on the enrollment form**
- **Missing phone number or email address**
- **DEERS ineligibility (expired ID cards and family members not enrolled in DEERS)**
- **Ineligible duty status in DEERS**
- **(for Guard/Reserve)**

Annual Enrollment Renewal

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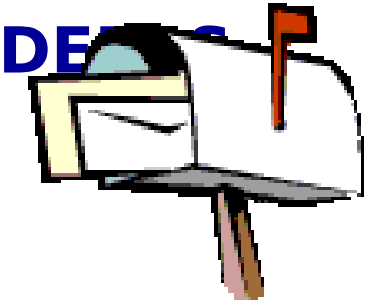
- **Annual renewal notification letters are sent approximately 60 days prior to the ADFMs Enrollment End Date**
  - **Only sign and return if disenrollment is desired.**
- **Renewal is processed as long as DEERS Eligibility is maintained**
  - **ID Cards not expired**
  - **Re[illegible]listments/Extensions noted in DE[illegible]**



Portability

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- **PCSing out of TLAC Region**
  - **Complete a PCS Transfer Form and Fax to TSO**
  - **Continue to be enrolled in TLAC for up to 60 days**
    - **Arrive duty station - TSC complete transfer form**
    - **Effective date contractor re transfer form**
  - **After 60 days - TRICARE Stand**

Enrollment and (NED)

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- National Enrollment Database (New DEERS)
  - Enrollment cards are sent directly from DMDC/ DEERS
- When eligibility on NED expires for any reason, disenrollment will occur immediately (no grace period)
  - A new enrollment form is required once eligibility is reinstated in NED along with a copy of orders
- Universal Enrollment Form for CONUS and OCONUS will be implemented in the future

  (currently no projected start date)

Questions?
Contact the TSO at……

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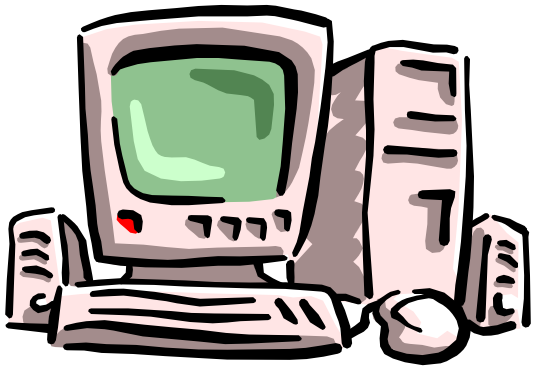
1-706-787-2424

1-706-787-3024



http://tricare15.army.mil